Fujitsu Technical
Assistance Center
(800) 626-4686
TAC is available Monday-Friday (excluding holidays) 5 a.m. to 5 p.m. PST

# Basic

## Service Program Description

**Value-oriented peace of mind.** The Basic service program provides on-site service with a cleaning event for Fujitsu scanner customers. Basic, In-Warranty upgrades the Standard Limited Warranty to 12-months of on-site service. Basic, Post-Warranty is available after the warranty period and can be purchased in single or multi-year increments. Co-terminous (monthly) service is also available (certain restrictions apply).

**On-site Service** — On-site repair service includes spare parts, labor and travel for verified hardware failures. Select Next Business Day (NBD), 4-hour or 24/7 Response time (contract prices vary) Service is available across the United States, except certain Hawaiian Islands and areas of Alaska. On-site service is performed by a Fujitsu Authorized Field Service Engineer (FAFSE), either a Fujitsu employee or professionally trained Authorized Service Provider. Service will be provided between 8 a.m. and 5 p.m. local time, Monday through Friday (excluding holidays). On-site service outside the hours specified above may be available for rates and terms then in effect. Outside of PM events, on-site visits do not include preventative maintenance, maintenance training, consumables and cleaning materials, troubleshooting of software configuration, applications or set-up.

**Cleaning Event** — Each year of Basic service comes with a single cleaning event performed by a Fujitsu Authorized Field Service Engineer (FAFSE) or a professionally trained Authorized Service Provider. A FAFSE schedules an on-site visit to thoroughly clean the scanner (replacement consumables not included). This service will be provided during normal business hours at a time to be mutually agreed upon between the FAFSE and Customer within 2 weeks of initiation.

**Obtaining Service** — In the event of a hardware failure, Technical Assistance Center (TAC) will assist the Customer in resolving the problem over the telephone. Customer must provide TAC with the product model number, part number, serial number and a description of the problem. Customer may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the scanner or another component of Customer's system and if the problem can be resolved over the telephone. After TAC verifies a hardware problem, a service call will be initiated. A service technician will be dispatched to the product location to perform repair service if there are no security, safety or physical requirements that would restrict the service technician's access to the product.

FUJITSU

# Basic

## Service Program Description

**Response Time - Next Business Day** — A FAFSE will arrive on-site by the end of the next business day following the TAC verified hardware failure.

**Response Time - 4-hour** — To better serve the needs of customers with business critical scanning applications, 4-hour Response Time is available for Fujitsu scanners nationwide. Please contact your service sales representative for coverage. If this option is purchased, our goal is to have a FAFSE on-site within 4-business hours following the TAC verified hardware failure.

**Response Time - 24/7** — For the ultimate level of service, the 24/7 Response Time option ensures that on-site service is available 24 hours a day, 7 days a week (excluding Holidays) and will be performed within 4-business hours following a TAC verified hardware failure.

**Term** — The term of this service offering shall be one year from the date of service purchase with activation card and or receipt of signed FCPA Service Contract Quotation or Purchase Order.

**Warranty** — Fujitsu warrants that all services will be performed in a professional manner. See Fujitsu Service Terms and Conditions.

**Services Not Covered** — Service does not include the following:

- Electrical work external to the product, repair or replacement of product or increased service time required due to casualty, accident, damage, acts of God, transportation, missing parts, neglect, misuse or abuse, operator error, failure of proper management or supervision, unsuitable physical operating environment, use of supplies or accessories not approved by FCPA or its Authorized Service Provider.
- Service in connection with the installation, discontinuance or removal of the product.
- Any service and/or parts replacement resulting from fraud, tampering, misuse or the uses of counterfeit components, assemblies or modules.
- Accessories or missing parts, supplies, consumables and expendable items, or problems caused by those items identified as being the user's responsibility in the Periodic Routine Maintenance chapter of the User's Manual, nor does it cover relocation services, systems engineering services, programming, reinstallation of user operating systems or applications software, reconstruction of date, operational procedures due to any sort of failure to implement the most current software releases.

Please refer to the Limited Warranty and Service Guide for full details of all service programs and warranty at **www.ImagingService.com.**

**About Fujitsu Computer Products of America, Inc.**

Fujitsu Computer Products of America, Inc., a subsidiary of Fujitsu Ltd., is an established leader in the Document Imaging industry, delivering innovative scanning solutions and services that enable our customers to solve critical business productivity issues and streamline operations. We provide cutting-edge document capture and workflow solutions for business and personal environments, backed by a comprehensive portfolio of service and support programs.

**Fujitsu Computer Products of America, Inc.**
http://us.fujitsu.com/fcpa
1250 East Arques Avenue Sunnyvale, CA 94085-5401
(800) 626-4686 (408) 746-7000 info@fcpa.fujitsu.com

FUJITSU

FSC

©2009 Fujitsu Computer Products of America, Inc. All rights reserved. All statements herein are valid only in the U.S. for U.S. residents, are based on normal operating conditions, are provided for informational purposes only, and are not intended to create any implied warranty of merchantability or fitness for a particular purpose. Fujitsu Computer Products of America, Inc. reserves the right to modify at any time without prior notice these statements, our products, their performance specifications, availability, price and warranty, postwarranty and service programs. Fujitsu and the Fujitsu logo are registered trademarks and The Possibilities are Infinite is a trademark of Fujitsu Limited. ScanCare and ScanAid are trademarks of Fujitsu Computer Products of America, Inc. All other trademarks are the property of their respective owners. Printed in the U.S.A. DS33101109